

Exhibit A

§26.414. Telecommunications Relay Service (TRS).

- (a) Purpose. The provisions of this section are intended to establish a statewide telecommunications relay service for individuals who are hearing-impaired or speech-impaired using specialized telecommunications devices and operator translations. Telecommunications relay service shall be provided on a statewide basis by one telecommunications carrier, except that the commission may contract with another vendor for a special feature in certain circumstances. Certain aspects of telecommunications relay service operations are applicable to local exchange companies and other telecommunications providers.
- (b) Provision of TRS. TRS shall provide individuals who are hearing-impaired or speech-impaired with access to the telecommunications network in Texas equal to that provided to other customers.
 - (1) Components of TRS. TRS shall meet the mandatory minimum standards defined in §26.5 of this title (relating to Definitions) and further shall consist of the following:
 - (A) switching and transmission of the call;
 - (B) oral and print translations by either live or automated means between individuals who are hearing-impaired or speech-impaired who use specialized telecommunications devices and others who do not have such devices;
 - (C) sufficient operators and facilities to meet the grade and quality of service standards established by the commission for TRS, including the operator answering performance standards listed in §26.54(c)(2)(A) and (D) of this title (relating to Service Objectives and Performance Benchmarks).
 - (D) appropriate procedures for handling emergency calls;
 - (E) confidentiality regarding existence and content of conversations;
 - (F) capability of providing sufficient information to allow calls to be accurately billed;
 - (G) capability of providing for technologies such as hearing carryover or voice carryover;
 - (H) operator training to relay the contents of the call as accurately as possible without intervening in the communications;
 - (I) operator training in American Sign Language and familiarity with the special communications needs of individuals who are hearing-impaired or speech-impaired;
 - (J) capability for callers to place calls through TRS from locations other than their primary location and to utilize alternate billing arrangements;
 - (K) capability of providing both inbound and outbound intrastate and interstate service;
 - (L) capability for carrier of choice; and
 - (M) other service enhancements approved by the commission.
 - (2) Conditions for interstate service. The TRS carrier shall not be reimbursed from the Texas Universal Service Fund (TUSF) for the cost of providing interstate TRS. Interstate TRS shall be funded through the interstate jurisdiction as mandated by the Federal Communications Commission. Separate funds and records shall be maintained for intrastate TRS and interstate TRS.
 - (3) Rates and charges. The following rates and charges shall apply to TRS:
 - (A) Local calls. The calling and called parties shall bear no charges for calls originating and terminating within the same toll-free local calling scope.
 - (B) Intrastate long distance calls. The TRS carrier shall discount its tariffed intrastate rates by 50% for TRS users.
 - (C) Access charges. Telecommunications providers shall not impose access charges on calls that make use of this service and which originate and terminate within the same toll-free local calling scope.
 - (D) Billing and collection services. Upon request by the TRS carrier, telecommunications providers shall provide billing and collection services in support of this service at just and reasonable rates.

(c) Contract for the **TRS** carrier.

- (1) Selection. On or before April 1, 2000, the commission shall issue a request for proposal and select a carrier to provide statewide TRS based on the following criteria: price, the interests ~~of~~ individuals who are hearing-impaired and speech-unpaired in having access to a high quality and technologically-advanced telecommunications system, and all other factors listed in the commission's request for proposals. The commission **shall** consider each proposal in a manner that does not disclose the contents of the proposal to ~~competing~~ offerers. The commission's determination shall include evaluations of charges for the service, service enhancements proposed by the offerers, and technological sophistication of the network proposed by the offerers. The commission shall make a written award of the contract to the offerer whose proposal **is** the most advantageous to the state.
- (2) Location. The operaior centers used to provide statewide TRS shall be located in Texas.
- (3) Contract administration.
 - (A) Contract amendments. All recommendations for amendments to the contract shall be filed with the executive director of the commission on June 1 of each year. The executive director is authorized to approve or deny all amendments to the contract between the TRS carrier and the comssion, provided, however, that the commission specifically shall approve any amendment that will increase the cost of TRS.
 - (B) Reports. The TRS carrier(s) and telecommunications providers shall submit reports of their activities relating to the provision of TRS upon request of the comssion or the Relay Texas administrator.
 - (C) Compensation. The TRS carrier(s) shall be compensated by the TUSF for providing TRS at the rates, terms, and conditions established in its contract with the comssion, subject to the following conditions:
 - (i) Reimbursement shall include the TRS costs that are not paid by the calling or the called party, except the TRS carrier shall nor be reimbursed for the 50% discount set forth in subsection (b)(3)(B) of this section.
 - (ii) Reimbursement may include a return on the investment required to provide the service and the cost of unbillable and uncollectible calls placed through the service, provided that the cost of unbillable and uncollectible calls shall be subject to a reasonable limitation as determined by the commission.
 - (iii) The TRS carrier shall submit a monthly report to the commission justifying its claims for reimbursement under the contract. Upon approval by the commission, the TUSF shall make a disbursement in the approved amount.

(d) Special features for **TRS**.

- (1) The commission may contract for a special feature for the state's telecommunications relay access service if the commission determines:
 - (A) the feature will benefit the communication of persons with an ~~impairment of~~hearing or speech;
 - (B) installation of the feature will be of benefit to the state; and
 - (C) the feature will make the relay access service available to a greater number of users.
- (2) If the carrier selected to provide the telecommunications relay access service is unable to provide the special feature at the best value to the state, the commission may make a written award of a contract for a carrier to provide the special feature to the telecommunications carrier whose proposal is most advantageous to the state, considering:
 - (A) factors stated in subsection (c)(1) of this section;
 - (B) the past performance demonstrated capability and experience of the carrier.
- (3) The comssion shall consider each proposal in a manner that does not disclose the contents of the proposal to a telecommunications carrier making a competing proposal,

§26.414(d) continued

- (4) The commission's evaluation of a telecommunications carrier's proposal shall include the considerations listed in subsection (c)(1) of this section.
- (e) Advisory Committee. The commission **shall** appoint an Advisory Committee, to be **known** as the Relay Texas Advisory Committee (RTAC) to assist the commission in **administering** TRS and the specialized telecommunications assistance program **as** specified by the Public Utility Regulatory Act (PURA) §56.111. The Relay Texas **administrator** shall serve **as** a liaison **between the RTAC** and the **comssion**. The Relay Texas administrator shall ensure that the RTAC receives clerical and staff **support**, including a secretary or court reporter to document RTAC **meetings**.
- (1) Composition. The **comssion** shall appoint RTAC members based on recommended lists of candidates **submitted** by the organizations named as follows. The RTAC **shall** be composed of:
- (A) two persons with disabilities other than disabilities of **hearing** and speech that impair the ability to effectively access **the** telephone network;
 - (B) one deaf person recommended by the Texas Deaf Caucus;
 - (C) one deaf person recommended by the Texas Association of the Deaf;
 - (D) one hearing-impaired person **recommended** by Self-Help **for** the Hard of **Hearing**;
 - (E) one hearing-impaired person recommended by the American Association of Retired Persons;
 - (F) one deaf and blind person recommended by the Texas **Deaf/Blind** Association;
 - (G) one speech-impaired person and one **speech-impaired** and **hearing-impaired** person recommended by the Coalition of Texans with **Disabilities**;
 - (H) two representatives of telecommunications utilities, one representing a local exchange company and one representing a telecommunications carrier other than a local exchange company, chosen from a list of candidates provided by the Texas Telephone Association;
 - (I) two persons, at least one of whom is deaf, with experience in providing relay services, recommended by the Texas **Commission** for the Deaf, and
 - (J) two public members recommended by organizations representing consumers of telecommunications services.
- (2) **Conditions of** membership. The term of office of each RTAC member shall be two years. A member whose term has expired shall continue to serve until a qualified replacement is **appointed**. In the event a member cannot complete his or her **term**, the commission shall appoint a qualified replacement to serve the remainder **of** the **term**. RTAC members shall serve without compensation but shall be entitled to reimbursement at rates established for state employees for travel and per diem incurred in the **performance of** their official duties, provided such reimbursement is authorized by the Texas Legislature in the General Appropriations Act.
- (3) Responsibilities. The RTAC shall undertake the following **responsibilities**:
- (A) monitor the establishment, **administration**, and promotion of the statewide TRS;
 - (B) advise the commission regarding the pursuit of services that meet the needs of individuals who are hearing-impaired or speech-impaired in **communicating** with other users of telecommunications services;
 - (C) advise the **commission** regarding issues related to the **connect** between the TRS carrier and the commission, including any proposed amendments to such contract;
 - (D) advise the **commission** and the Texas **Commission** for the Deaf and Hard of **Hearing**, at the request of either **comssion**, regarding issues related to the specialized telecommunications assistance program including devices or services suitable to meet the needs of persons with disabilities in communicating with other users **of** telecommunications services.

§26.414(e) continued

- (4) Committee activities report. After each RTAC meeting, the Relay Texas administrator shall prepare a report to the commission regarding the RTAC activities and recommendations.
 - (A) The Relay Texas administrator shall file in Central Records under Project Number 13928, and provide to each commissioner, a report containing:
 - (i) the minutes of the meeting;
 - (ii) a memo summarizing the meeting; and
 - (iii) a list of items, recommended by the RTAC, for the Relay Texas administrator to discuss with the TRS carrier, including issues related to the provisioning of the service that do not require amendments to the contract.
 - (B) Within 20 days after a report is filed, any commissioner may request that one or more item described in the report be placed on an agenda to be discussed during an open meeting of the commission. If no commissioner requests that the list be placed on an agenda for an open meeting, the report is deemed approved by the commission.
- (5) Evaluation of RTAC costs and effectiveness. The commission shall evaluate the advisory committee annually. The evaluation shall be conducted by an evaluation team appointed by the executive director of the commission. The commission liaison, RTAC members, and other commission employees who work directly or indirectly with the RTAC, TRS, or the equipment distribution program shall not be eligible to serve on the evaluation team. The evaluation team will report to the commission in open meeting each August of its findings regarding:
 - (A) the committee's work;
 - (B) the committee's usefulness; and
- (C) the costs related to the committee's existence, including the cost of agency staff time spent in support of the committee's activities.

Exhibit B

Sprint TRS Training Outline

Module	Module Description
Module 1	Orientation <ul style="list-style-type: none"> Objectives Welcome & History Future of Sprint What is Relay? CA Training Call Flow Chart
Module 2	Phone Image <ul style="list-style-type: none"> Objectives Introduction Communicating Information Using Conversational Tone Managing Dissatisfied Customers
Module 3A	Overview of System and Equipment <ul style="list-style-type: none"> Objectives Logging In Logging Out Screen Display Checking for Understanding Headsets Modem Error Correction Keyboard Last Typed Macro Feature English Macros Spanish Macros Telephony Terms
Module 3B	Interactive Terminals <ul style="list-style-type: none"> Knowing Your TTY Closing a Conversation Typing Background Noises
Module 3C	Overview of System and Equipment (FRS Only) <ul style="list-style-type: none"> Malfunctions Relay Procedures Confidentiality Statistics Handling Obscene Calls Requesting a Supervisor Reporting Macros
Module 4A	Call Processing Procedures <ul style="list-style-type: none"> Objectives Your Role as CA Call Processing for All States

Module	Module Description
Module 4B	<ul style="list-style-type: none"> Destinations of Traffic <ul style="list-style-type: none"> Destinations not Allowed IntraLata Competition State Differences
Module 4C	<ul style="list-style-type: none"> Answering Machines and Audiotext <ul style="list-style-type: none"> Record Feature Voice Answering Machine Voice to TTY Answering Machine Information Line Audiotext Voice Mail Pagers/Beepers (TTY-Voice) Pagers/Beepers (Voice - TTY) Variations Answering Machine Retrieval
Module 4D	<ul style="list-style-type: none"> Voice Originated Calls <ul style="list-style-type: none"> Local Call Description Toll Free and Paid Paid over Sprint Network Paid over Alternate Carrier Variations
Module 4E	<ul style="list-style-type: none"> Long Distance Calling <ul style="list-style-type: none"> FONcard LEC Card Optional Cards Pre-Paid Cards Collect Third Party Immediate Credit
Module 4F	<ul style="list-style-type: none"> VCO and HCO <ul style="list-style-type: none"> Voice Carry Over (VCO) Inbound VCO Branding Busy Line No Answer Two-Line VCO Hearing Carry Over (HCO) Non-Branded HCO Branded HCO

Module 4G

Alternate Call Types

- VCO to VCO
- VCO to TTY
- TTY to VCO
- HCO to HCO
- HCO to TTY
- TTY to HCO

Module 4H

Customer Database

- Customer Database Feature
- Customer Notes Window
- UCR Main Menu
- Name Submenu
- COC Submenu
- InterLata COC
- IntraLata COC
- Billing Method Window
- Billing Options
- Numbers Submenu
- Emergency Numbers
- Frequently Dialed Numbers (FD)
- Blocked Numbers
- Customer Notes

Module 4H

Customer Database

- Preferences
 - Answer Type
 - Language Type
 - Outdial Restrictions
 - Macros
 - Last Number Redial
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Module 41

Variations

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Module 41	<div>Variations<ul style="list-style-type: none">▪ Call Modification▪ Holding▪ Alternate Language▪ Typing in Parenthesis▪ Product Information▪ Spanish Calls▪ Voice Customer Hangs Up▪ Variable Time Stamp▪ TTY Customer Hangs Up▪ Conversation being Recorded▪ Prompting Voice for "GA"• Non-Standard TTY Capability▪ Internet Characters▪ TTY does not type "GA"▪ Cellular Long Distance Calls▪ Party Line Calls</div>
Module 5	<div>Emergency Call Processing<ul style="list-style-type: none">• Emergency Calls▪ Non-Emergency Calls▪ Emergency Incident Form</div>
Module 6A	<div>Performance and Procedures<ul style="list-style-type: none">• Performance Measurement Plan▪ Quality Customer Service▪ Commitment▪ Personal Effectiveness▪ Assessment Survey and Replay▪ Emergency Procedures▪ Emergency Assistance Form▪ Checking for Understanding</div>
Module 6B	<div>Healthy Relay<ul style="list-style-type: none">▪ Introduction▪ Analogy▪ Stretching Exercises▪ CA Reinforcement▪ Ergonomic Review▪ Setting up Workstation▪ GUAM - Get up and move</div>
Module 6B	<div>Healthy Relay<ul style="list-style-type: none">▪ Ergonomic Relief▪ Slowing the Customer▪ Overtime Relaxation</div>

Module 7A	<div>Responding Positively<ul style="list-style-type: none">Stress ManagementThoughts and FeelingsRelaxing EmotionallyThinking PowerfullyExerciseNutritionRelaxation/MeditationEnergy Resource AssessmentSuggested ReadingLeader's Notes</div>
Module 7B	<div>Healthy Detachment<ul style="list-style-type: none">Interactive CommunicationTDD CommunicationPotential StressorsDetaching</div>
Module 8	<div>Assessing Performance<ul style="list-style-type: none">Assessment ProcessCoachingFeedbackPass/Fail GuidelinesRole Plays</div>
Module 9	<div>Supervisor as Trainer and Coach<ul style="list-style-type: none">IntroductionObjectivesBeing a Coach/TrainerAn Adult LearnerGiving Effective InstructionFeedback</div>

Module 10	A Healthy Approach to Relay
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Speech to **Speech** Training Outline

Module 1	Orientation	
	<ul style="list-style-type: none"> ▪ Objectives ▪ Welcome & Introductions ▪ Description • History 	What is Speech to Speech Differences from Relay Agent Training
Module 2	Speech to Speech Customers	
	<ul style="list-style-type: none"> ▪ Objectives ▪ Introduction ▪ Phone Image ▪ Characteristics of Speech to Speech Customers ▪ Breaking the Stereotypes 	Varying Speech Patterns Voice Synthesizers Types of Calls Transparency & Confidentiality Phrases
Module 3	Attributes of STS CAs	
	<ul style="list-style-type: none"> ▪ Objectives ▪ Patience ▪ Concentration ▪ Listening Skills 	Caller Control Sensitivity and Understanding

Module 4A Call Processing P		
	<ul style="list-style-type: none"> Objectives Your Role as CA Billing Directory Assistance Changing CAs 	
Module 4B	Answering Machines and Audiotext	
	<ul style="list-style-type: none"> Answering Machines SA to SD Answering Machine Busy/Disconnects Audiotext Message Pagers/Beepers 	
Module 4C	Emergency Call Processing	
	<ul style="list-style-type: none"> Emergency Services EM Numbers Emergency Incident Form 	
Module 4D	Variations	
	<ul style="list-style-type: none"> Outbound to Relay Personal Conversations Operator Calls Talking on Hold Keeping the Customer Informed Differentiating STS and Relay Outdialing to STS 	Using GA Spelling Announcement 900 Calls Request to Hold SD to SD through STS Non STS Calls

Video Relay Service Training Outline and Qualifications

Qualifications	<ul style="list-style-type: none"> Certified by the NAD at levels III, IV, or V or certified by RID as IC/TC, CI, CSC, LSC or MSC of demonstrated State equivalent Possess a minimum of three years interpreting experience Possess English language skills at a college level Observe strict confidentiality guidelines using RID's Code of Ethics Function in a totally transparent mode Possess strong receptive and voicing skills Possess sensitivity to the needs of the Deaf, Hard of Hearing and hearing parties Have a wide range of experience working in the deaf Community utilizing ASL, PSE and Signed English Community utilizing ASL, PSE and Signed English communication modes in social, economic, and educational settings Possess interpreting experience for persons who have minimal language skills Possess computer literacy, including familiarity with current Windows operation system, and be able to operate computer and video equipment Exhibit superior customer service skills.
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Training Modules	<ul style="list-style-type: none">▪ History of Telecommunications relay services▪ Orientation of VRS work station. video software and equipment▪ Sign language interpreter code of ethics▪ TRS operator rules of confidentiality and code of ethics▪ VRS roles and responsibilities

Exhibit C

CONFIDENTIALITY OF CONVERSATIONS BILL

House Bill No. 1132

AN ACT

relating to confidentiality of conversations in which one of the parties is hearing or speech impaired; providing a criminal penalty.

Be it enacted by the Legislature of the State of Texas:

SECTION 1. Title 4, **Human** Resources Code, **is** amended by adding Chapter **82** to read as follows:

CHAPTER 82. CONFIDENTIALITY OF INTERPRETED, TRANSLITERATED, OR RELAYED CONVERSATIONS

Sec. 82.001. DEFINITIONS. In this chapter.

(1) "*Qualified interpreter*" means a person employed as an interpreter who holds a current certification issued by the Board of Evaluation of Interpreters, or another current certificate that the Texas Commission for the Deaf determines ~~is~~ comparable or appropriate and approves.

(2) "*Relay agent*" means a person employed to relay conversations for a person who ~~is~~ hearing impaired or speech impaired over a dual-party telephone system.

Sec 82.002. CONFIDENTIALITY OF CONVERSATIONS. A qualified interpreter or relay agent who is employed to interpret, transliterate, or relay a conversation between a person who can hear and a person who is hearing impaired or speech impaired ~~is~~ a conduit for the conversation and may not disclose or be compelled to disclose, through reporting or testimony or by subpoena, the contents of ~~the~~ conversation.

Sec 83.003. CRIMINAL PENALTY. (a) A qualified interpreter or relay agent who is employed to interpret, transliterate, or relay a conversation between a person who can hear and a person who ~~is~~ hearing impaired or speech impaired commits an offense ~~i~~ the qualified interpreter or relay agent discloses the contents of the conversation, unless the qualified interpreter or relay agent obtains the consent ~~of~~ each party to the conversation.

(b) An offense under this section ~~is~~ a Class C misdemeanor.

SECTION 2. This Act takes effect September 1, 1991, and applies only to a conversation that is interpreted, transliterated, or relayed on or after the effective date of this Act. **A** conversation that is interpreted, transliterated, or relayed before the effective date of this Act is governed by the law in effect on the date the conversation was interpreted, transliterated, ~~or~~ relayed, and the former law is continued in effect for that purpose,

SECTION 3. The importance of this legislation and the crowded condition of the calendars in both houses create an emergency **and an** imperative public necessity that the constitutional rule requiring bills to be read on three several days in each house be suspended, and this rule is hereby suspended.

Passed by the House on **May 2**, 1991, by a non-record vote; passed by the Senate on may 25, 1991: Yeas 31, Nays 0.

Approved June 5, 1991.

Effective September 1, 1991.

Exhibit D

Pledge of Confidentiality

RELAY CENTER CODE OF ETHICAL BEHAVIOR

AS PART OF THE RELAY SERVICES ORGANIZATION, ALL EMPLOYEES, CONTRACTORS AND VISITORS ARE BOUND TO THE LAWS OF THE STATE AND THE FOLLOWING GUIDELINES:

1. ALL TELECOMMUNICATIONS RELAY SERVICE CALL RELATED INFORMATION IS TO BE STRICTLY CONFIDENTIAL. The employee, contractor or visitor shall not reveal any information acquired during or observing a relay call. Any call-related questions or problems are to be discussed with management.
2. NOTHING IS TO BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. The employee shall transmit exactly what is said in the way that it is intended in the language of the customer's choice.
3. NOTHING IS TO BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. The employee shall not advise, counsel, or interject personal opinions, even when asked to do so by the consumer.
4. TO ASSURE MAXIMUM USER CONTROL, THE EMPLOYEE WILL BE FLEXIBLE IN ADAPTING TO THE CONSUMER'S NEEDS.
5. EMPLOYEES WILL STRIVE TO FURTHER COMPETENCY IN SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.

I have read and understand the Relay Center Code of Ethical Behavior. I agree to comply with this Code and any applicable State and Federal laws pertaining to Telecommunications Relay Services and understand that failure to do so will lead to company disciplinary action that may result in my termination and criminal prosecution.

EMPLOYEE/CONTRACTOR/VISITOR DATE

MANAGER/SUPERVISOR DATE

Exhibit E

Sprint TRS Standard Features Matrix

Relay Texas Standard Features Matrix

Revised: 6/1/02

Answering Machine Retrieval	This feature allows TRS callers to retrieve their answering machine or voice-mail messages through the CA.
ASCII Split Screen	This feature allows High Speed ASCII computer users and CAs to type and communicate more clearly and quickly. Similar to voice-to-voice conversation, it provides the interrupt capability, when appropriate, for the ASCII user and the voice party.
Automated Number Identification (ANI) Technology	ANI is the telephone number of the line initiating a call. The number is identified by the switch and passed over the network to the CA workstation.
Background Noises	During the call, TTY callers will be informed of background noises through the CAs typing in parenthesis.
Beeper and Pager access	Sprint provides functionally equivalent pager calls, which are made to beepers and pagers, interactively and non-interactively. Calls are relayed between interactive paging services and the TRS users. For non-interactive paging services, calls are made to leave specific numeric information to accomplish those calls.
Branding of Call Type – Permanent	System database ability to brand the caller's preferred communication mode – TTY, Voice, ASCII, VCO, HCO, Spanish, Turbo Code, Deaf-Blind – permanently.
CA Typing Speed	60 wpm.
CA 10-minute In-call replacement	CAs are required to stay with each inbound TRS call for a minimum of 10 minutes and with each inbound STS call for minimum of 15 minutes.
Caller ID	A network-based Caller ID feature. Relay calls placed through the Sprint network will provide the originating calling party number (ANI), or Caller ID information, through the local exchange carrier for all local and most long distance calls.

[REDACTED]	
caller ID Blockage	This feature allows TRS callers to block their ID on a per call or per line basis.
caller ID – Call Block	This feature allows TRS callers to block their ID on a per call basis.
caller ID – Line Block	This feature allows TRS callers to permanently block their ID by utilizing the TRS Customer Database profile.
Carrier of Choice	System database that allows TRS callers to choose their preferred carrier for intrastate, interstate, and international calls.
Cellular/PCS Phone Access	Allows the TRS Cellular customers to reach the TRS' 800 number(s) to complete relay calls.
Choice of Gender	Sprint Relay will accommodate requests for specific CA gender at the beginning of the call or, during a CA transfer.
Customer Database	Allows the TRS callers to enter specific information in a profile. i.e., carrier of choice, emergency numbers, last number redial, customer notes, call block, frequently dialed numbers, etc., to expedite their call set-up time.
Name and Address	Caller's name and address. Available information could save valuable time when calling for emergency service.
Long Distance profile	Caller's preferred carrier for In-State and Out-of-State long distance calls. Callers also can indicate their preferred billing option when placing long distance calls.
Frequently Dialed Numbers	Up to 10 numbers, it allows "speed dial" calls through the TRS.
Outdial Information	It allows the CA to be aware as to how the caller will answer the phone and in which language type they will communicate.
Customer Notes	It informs CA of special requests to handle your call. i.e., do not announce the service, preferred operator gender, etc.
Call Block	Callers may enter telephone numbers from which they do not wish to receive relay calls.
Outdial Restrictions	Callers may restrict the type of call, i.e., long distance, international, 900, etc., to be placed through the TRS.
Emergency Numbers	Callers may enter emergency numbers such as fire, doctor, police, etc., to expedite the emergency call processing.
Deaf-Blind Pacing (Slow-typing)	The system provides functionality that automatically slows the transmission of data to Deaf-Blind users. The default speed is 15 wpm and the speed can be increased at the caller's request in 5-wpm increments.

	callers that they are on-line and on
Delayed Call Announcer (Generic)	This feature alerts TRS hold for the next available CA when the call is not answered within 30 seconds. The message is, "WELCOME TO RELAY CENTER PLS HOLD FOR NEXT AVAILABLE CA. "
Dialed Number Verification	This feature echoes the number calling to and the call type in the TTY dial string macro. This feature re-verifies the called number being dialed to ensure the accuracy of the type of call being placed.
Directory Assistance (Intrastate/Interstate)	This feature allows the TRS callers to reach the local (LEC) directory operator or long distance (IXC) DA operator. When the number is obtained, the caller may choose to place the call through the TRS or call direct.
Emergency Calls (E911)	Through Sprint's E911 database, this service allows Sprint TRS to forward the call to the appropriate Public Safety Answering Point as quickly as possible.
Enhanced Modems	New modems have been deployed to support enhancements in ASCII communication protocols. The capabilities of Sprint's new modems include autodetection; connections with modems up to 19.2k ; and faster ASCII detection (3 seconds).
Error Correction	Sprint TRS workstations are equipped with the Error Correction capability to automatically correct common typographical errors and spell out abbreviations while increasing typing speed and reducing conversational minutes .
Gender ID	This feature provides the gender of CAs in the TTYIHCONCO greeting macros.
Hearing Carryover (HCO)	HCO allows speech-disabled or mute users with normal hearing to listen to the person they are calling. The HCO user types his/her conversation for the CA to read and voice to the standard (voice) telephone user.
HCO-HCO	HCO users can contact HCO users through the TRS. The CA will voice to both parties what is typed on each user's TTY.
HCO Permanent Branding	The permanent branding enables HCO callers to listen during call set-up. The HCO brand greeting macro is: TRS 1234F YOU MAY HEAR VOICE OR USE TTY GA
HCO-TTY	HCO users can contact TTY users through the TRS. HCO users can listen while the CA is reading/voicing the TTY user's typed message. The HCO user types their conversation directly to the TTY user.

Inbound International	From any International location outside the United States, TRS, STS, and Spanish callers can reach the TRS through Sprint's International inbound IO-digit number, 605-224-1837.
Intelligent Call Router	A dynamic call router technology that automatically and seamlessly routes TRS calls to the first available English or Spanish CA in the network.
Intercept Message	This feature provides intercept messages in voice and TTY in the event of a system failure occurrence within the TRS switch, center, or outbound circuits.
Internet Relay Access	This feature allows TRS users to place text-to-voice calls from the Internet. Sprint has developed the product and will make available to the State. A dedicated web URL address will be assigned to the State.
Last Number Redial	The TRS users can request the CA to redial their last number. Sprint TRS is designed to store the user's last number dialed and it is dialed upon the user's command, "LAST NUMBER REDIAL PLS CA" or "LNR CA".
LEC Calling Services	Through the Customer Database feature, it allows the TRS callers to have traditional LEC services, i.e., Call Block, Frequently Called Numbers.
Local/Extended Area Service	Callers who subscribe to an extended area service plan will receive equivalent service through the TRS.
Machine Recording Capabilities ("Hot Key" Interactive Voice Response)	This feature reduces redials when CAs receive audio-text interaction machines. In most cases, it allows the callers to receive all of the information on the first call. It eliminates the number of redials.
Regional 800/888/877/866/855	This feature allows the TRS callers to reach the in-state 800/888/877/866/855 toll-free numbers.
Roaming Service	This feature allows relay calls to originate and terminate outside of the State.
Spanish to Spanish; Spanish to English Translation	Sprint offers Spanish Services, which provide Spanish to Spanish and English to Spanish translation handled by proficient bilingual (Spanish) CAs. Their workstations are modified to provide macros and other functions to the caller in Spanish.
Speech Disabled Indicator	The command (S) typed by a speech-disabled person would inform the CA that a speech-disabled person is on-line.

ti	Via dedicated STS toll-free access, it is the service for speech disabled customers who prefer to use their voice, with assistance from the CA if necessary, to communicate with the called party.
Speech-to-Speech/Spanish	Via dedicated STS toll-free access, it is the service for Spanish speech disabled customers who prefer to use their voice, with assistance from the Spanish CA if necessary, to communicate with the called party.
Speed of Answer (Service Level)	85% of calls answered within 10 seconds daily. It measures the time it takes the call to hit the CA position from the relay center call controller switch.
Text/Voice Transmission	The system's ability to toggle between inbound TTY, ASCII, TurboCode™, and Voice calls.
Toll Discounts	When TTY or Voice calls are carried over the Sprint network, in-state toll calls are discounted by xx% Day, xx% Evening, and xx% Night/ Weekend off the intrastate MTS rates and State-to-state toll calls are discounted by 50% off the interstate MTS rate.
Transfer Gate capabilities	The system's ability to transfer the TRS callers to Spanish gate, Speech-to-Speech gate, TTY Operator Service platform, and 24-hour Customer Service desk.
TRS Customer Service	On a 24x7 basis, TRS users will reach a live TRS Customer Service representative. TRS users may request for additional information about TRS-related services or to provide commendations and complaints. The toll free number is 1-800-676-3777 TTY/Voice/ ASCII.
TTY Operator Services (OSD)	Sprint's TTY Operator Services to complete a TTY to TTY call; obtain Directory Assistance information; or receive credit for erroneous billing. The toll free number is 1-800-855-4000.
TurboCode™	Enhanced baudot transmissions speed up to 110 words per

E-Turbo Code/ Dial Through™	Sprint offers the Enhanced Turbo Code/Dial Through technology. E-Turbo transmits data faster than the current Turbo Code product. It permits E Turbo TTY users to pre- enter the phone number and other information to be used through TRS. Once connected to the TRS center, the information will be transferred and processed through the system without CA's assistance. It speeds up the relay call set-up therefore enhances the relay experience.
Two-line VCO	This feature allows a VCO caller with two telephone lines to use one line for speaking directly to the hearing person while the other line is used to receive the CA's typed responses at the same time . It provides a more natural flow of conversation without pauses required with single line calls.
Voice Carryover (VCO)	VCO allows deaf or hard-of-hearing people who prefer to use their own voice to speak directly to the party they are calling. The CA will type the voiced responses back to the VCO user who can read the typed messages across the TTY screen.
VCO Gated services VCO Gated services	Through State's VCO 800 number access, VCO users' calls will be routed to primary and secondary VCO centers where their calls will be processed by a dedicated pool of VCO CAs.
VCO-HCO	VCO users can contact HCO users through the TRS. The VCO user speaks directly to the HCO user and the HCO user types their conversation directly to the VCO user.
VCO Permanent Branding	This feature enables VCO callers to set-up the call without typing . The permanent VCO brand greeting macro is: RELAY STATE 1234F VOICE (OR TYPE) NOW CA
VCO-TTY	VCO users can contact TTY users through the TRS. The VCO user will use his/her own voice and the CA will listen to the VCO spoken words then type the message to the TTY user. The TTY user types directly to the VCO user without any CA interaction.
VCO-VCO	VCO users can contact other VCO users through the TRS. The CA will listen to VCO users speak and type the spoken words for the parties at both ends.
VCO w/ Privacy/NO GA	This is similar to the standard VCO feature however: the CA will not hear the VCO caller speaking through the TRS. The CA will only type voiced responses back to the VCO user.

Voice Call progression	The system's ability to allow Vc or HCO callers to listen during call set-up. i.e., ringing or busy.
Voice Gender ID	This feature (macro) informs the outbound TTY caller of the gender of their caller.
900/800 Pay Per Call Services	Sprint provides a 7011-free 900 number that allows the TRS users to make relay calls to any 900/800 Pay Per Call services.
7-1-1	With cooperation of Local Exchange carriers, wireless providers, and payphone vendors, Sprint Relay will accept 711 calls.

Optional Features

French-Creole to French-Creole; French-Creole to English Translation	Sprint offers French-Creole services, which provide French-Creole to French-Creole and English to French-Creole translation handled by proficient bilingual (French-Creole) CAs. Their workstations are modified to provide macros and other functions to the caller in French-Creole.
Speech-to-SpeechNCO	This service enables the VCO users to call the voice users through a STS CA. When the voice user's requests are not understood or there is a request for clarification, the CA will assist verbally as needed and as they are capable.
Video Relay Services	Through videoconferencing technology, this service enables American Sign Language users to speak through sign language interpreters when placing calls to the standard (voice) telephone users or vice versa.